

May 20, 2003

Sandra M. Kettner
1108 S. Trail Ridge
Independence, MO 64050

Comcast Corporation
1500 Market Street
Philadelphia, PA 19105

Dear Sir or Madam:

I realize as one customer of Comcast out of nearly 21 million my voice is going to sound quite small, however, I hope I am adding my protest to many others who are singularly displeased with Comcast's new channel alignment (here we go again) and programming choices. There are very few channels I actually watch out of the many from which I may choose. Two of the primary channels I watch faithfully are C-SPAN and C-SPAN II. Recently, they have been relegated to channels 95 and 96 with a signal so weak that channel 95 is barely viewable and channel 96, most of the time, cannot be seen at all.

I cannot believe that one more channel replete with infomercials, reruns or shopping opportunities can be more important than the information the two C-SPAN channels bring to us. Now I know about the significant interest Comcast has in QVC and their many other commercial interests, however, Comcast is also a member of my community. The interests of the community they serve should be at least as important as any commercial endeavor in which they are involved. I also know that Comcast does not make any money on public service announcements or channels. Surely the two channels which cover our federal government are at least as important to provide as our "oh so dreary" city council meetings or the community bulletin board which seems to be dominated by a never-ending stream of religious activities.

I am so unhappy with the untold number of "trash" channels added to the lineup including those tiresome classic sports reruns, to name just one. Don't you guys know we already know who won? The garbage that is offered by so many of the channels you have added in recent years to my "package" is horrendous and then you have the audacity to raise my cable bill citing the "wonderful" new channels as justification. I cannot tell you how problematic it is to sit down to watch TV with my granddaughters and have to have the remote at the ready because of the absolute refuse that we must wade through to come upon a worthwhile program.

I am about to ask a ridiculous question. Is there any way that I could choose the few channels in which I actually find some inherent value and receive and pay for only those channels? I realize that the longed-for concept of "pay television" with no obligatory commercial support (obviously a dim-witted idea originated in the head of what must have been a total romantic) will never come to fruition, however, I think we've had enough. I am just about ready to throw the whole kit and caboodle into the trash and wait for some real competition in the field.

If Comcast has any bona fide alternatives for my family, and myself please make me aware of them as soon as possible.

Sincerely,

Sandra M. Kettner

CC: Comcast Corporation
Independence, Missouri
Community Cable Regulator
Independence, Missouri